



COMPCARE HEALTH SERVICES
INSURANCE CORPORATION
AURORA FAMILY NETWORK
401 W. Michigan St.
Milwaukee, WI 53201
(888)239-9514, www.bluecrosswisconsin.com

Type of Plan Health Maintenance Organization
Total Number of Members.....20,689
Years of Operating Experience.....2
Total Number of Primary Care Physicians (PCPs)..... 154
Percentage of PCPs Accepting New Patients..... 91%
Percentage of Board Certified Specialty Care Physicians 90%
Number of Urgent Care Facilities 9
Number of DentistsNo Routine Dental Coverage

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	If your primary care physician believes you need treatment that is a covered benefit, but not available from your primary care physician, your primary care physician will give you a written referral to see another doctor or provider within your clinic. Referrals to out-of-network providers and providers outside of your PCP clinic require CompcareBlue's authorization.
Medicare Claims Procedure	If you have Medicare and you provide CompcareBlue with your Medicare HIC number, your claims will be automatically processed by both CompcareBlue and Medicare. You will not need to submit an Explanation of Benefits (EOB). If you are referred to an out-of-network provider and that provider does not accept Medicare assignment, you may be required to submit an EOB.
Prescription Drug Policy	CompcareBlue Aurora preferred pharmacies dispense approved generics where appropriate. Some prescriptions require prior authorization.
Dispensing Policy	Prescription drugs are dispensed up to a 30-day supply with one co-payment per prescription.
Mail Order	Mail order is not available.
Disposable Diabetic Supplies Procedure	Insulin is dispensed in a maximum quantity of a 30 consecutive day supply for one prescription drug copayment. Supplies must be obtained from a participating pharmacy provider. You will pay your 20% coinsurance amount to the pharmacy and they will submit the other portion for processing on your behalf. Out-of-pocket expenses for disposable diabetic supplies will be applied to the prescription drug annual out-of-pocket maximum.
Outpatient Mental Health Network/Policy	Innovative Resource Group will manage your behavioral health care. While a referral is not required for behavioral health services, you must contact Innovative Resource Group for information on participating providers as well as treatment authorizations. Staff is available to assist you seven days a week, 24 hours per day. Call 1-800-989-2792.
24-Hour Nurse Line	Not available.
PCP Restrictions	Each family member may choose a different primary care provider from the CompcareBlue Aurora Family Network. You are able to change your primary care provider up to three times per year. Primary care provider changes to a new primary care provider not in your current clinic are restricted to the Dual Choice enrollment period, with the change effective on January 1 st . If you move 30 miles or more from your designated primary care provider, you may also select at that time another primary care provider.

ADDITIONAL INFORMATION

Dental Benefits Provided	No routine dental coverage offered.
Quality Improvements Initiative	<ul style="list-style-type: none"> • Implementation of dedicated trainers to train Customer Service Representative staff on professional development skills. • Maximize health and safety of patients by encouraging non-rural hospitals to complete and participate in Leapfrog patient safety survey. • Provide wellness education to members semi-annually through the Healthy Wisconsin Member newsletter.

Counties in Service Area	Hospitals in County	Major Providers in County*
Milwaukee	St. Luke's South Shore West Allis Memorial Hospital Sinai-Samaritan Medical Center Children's Hospital	There are 41 Aurora Clinic sights in the Milwaukee service area. Please see our complete provider directory for more details.
Waukesha		Aurora Health Center – Waukesha
Please visit our web site www.bluecrosswisconsin.com .		